LISTING OF THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (previously presented) A method for connecting a call to one of a plurality of agents in a call center that is connected to disparate telecommunications networks, the method comprising the steps of:

receiving a query from one of a plurality of telecommunications networks regarding whether at least one agent, among the plurality of agents, is available, each telecommunications network being a disparate telecommunications network with respect to other telecommunications networks of the plurality of telecommunications networks, the agent being coupled to each disparate telecommunications network;

determining which available agent is to be connected based on the availability of the agent as well as one of an agent skill level and a most idle agent criteria;

responding to the query with a connection information of a determined agent; and

connecting the call to the determined agent.

2. (currently amended) The method according to claim 1, further comprising the step of updating an availability entry for the plurality of agents to indicate that an agent is unavailable for receiving another call when the call is connected to the agent and to indicate that the agent is available for receiving another call when the call connected to the agent terminates, the availability entry being updated with respect to each of the disparate teleommunications networks.

3. (original) The method according to claim 2, wherein the step of responding to the query uses SS7 signaling for communicating with the telecommunications network from which the query was received.

4. (previously presented) The method according to claim 1, wherein the step of determining an availability of the agent includes the steps of determining the availability of each agent of a plurality of agents and selecting an agent, and

wherein the step of responding to the query includes the step of determining routing instructions for routing the call through the telecommunications network from which the query was received to the selected agent.

5. (original) The method according to claim 4, wherein the routing instructions are determined based on one of a lowest cost criteria, a hierarchical criteria, an RTNR/Optimized routing criteria, a time of day, a day of a week, a call origination location, and a network congestion condition.

6. (canceled)

7. (original) The method according to claim 1, wherein at least one of the disparate telecommunications network is an NCP architecture network.

8. (original) The method according to claim 7, wherein the NCP architecture network is a circuit-switched telecommunications network.

9. (original) The method according to claim 7, wherein the NCP architecture network is an ATM network.

10. (original) The method according to claim 7, wherein at least one of the disparate telecommunications network is an Internet resources network.

11. (previously presented) A system comprising:

at least one agent, among a plurality of agents in a call center, receiving calls from at least two disparate telecommunications networks; and

a processor coupled to the at least one agent and to each telecommunications network from which the agent receives calls, the processor receiving a query from a telecommunications network regarding whether at least one agent among the plurality of agents is available, determining the at least one agent based on the availability of the agent as well as one of an agent skill level and a most idle agent criteria, and responding to the query with a connection information of a determined agent.

12. (currently amended) The system according to claim 11, wherein the processor includes a memory storing an availability entry for the agent, the processor updating the availability entry for the agent to indicate that the agent is unavailable for receiving another call when the call is connected to the agent and to indicate that the agent is available for receiving another call when the call connected to the agent terminates, the availability entry being updated with respect to each of the disparate teleommunications networks.

13. (original) The system according to claim 12, wherein the processor communicates with each disparate telecommunications network using an SS7 signaling protocol.

14. (previously presented) The system according to claim 11, further comprising a plurality of agents, each agent being coupled to the at least two disparate telecommunications network for receiving calls from the telecommunications networks, and

wherein the processor is coupled to each agent, the processor receiving a query from a telecommunications network regarding an availability of an agent for receiving the call, determining the availability of each agent and responding to the query with routing instructions for routing the call through the telecommunications network from which the query was received to a selected agent.

15. (original) The system according to claim 14, wherein the processor determines the routing instructions based on one of a lowest cost criteria, a hierarchical criteria, an RTNR/Optimized routing criteria, a time of day, a day of a week, a call origination location, and a network congestion condition.

16. (canceled)

17. (original) The system according to claim 11, wherein at least one telecommunications network is an NCP architecture network.

18. (original) The system according to claim 17, wherein the NCP architecture network is a circuit-switched telecommunications network.

19. (original) The system according to claim 17, wherein the NCP architecture network is an ATM network.

20. (original) The system according to claim 17, wherein at least one telecommunications network is an Internet resources network.

21. (previously presented) A method for connecting a call to one agent among a plurality of agents in a call center, the method comprising the steps of:

(i) receiving a query from one of a plurality of telecommunications networks requesting connection of the call to one agent of the plurality of agents, each telecommunications network being a disparate telecommunications network with respect to other telecommunications networks of the plurality of telecommunications networks, the agent being coupled to each disparate telecommunications network;

(ii) determining the availability of the plurality of agents where if an agent is not in communication with at least one of the plurality of the telecommunication networks, it is determined available;

(iii) responding to the query with a connection information of a determined agent; and

(iv) connecting the call to the determined agent.

22. (previously presented) A system comprising:

(i) at least one agent, among a plurality of agents in a call center, receiving calls from at least two disparate telecommunications networks;

(ii) a processor coupled to at least one agent among the plurality of agents and to each telecommunications network from which the at least one agent receives calls, the processor configured to:

(a) receive a query from one of the at least two disparate telecommunications network regarding whether at least one agent, among the plurality of agents, is available;

(b) determine the availability of the plurality of agents based on status whether or not an agent is in communication with one of the at least two disparate telecommunication network; and

(c) respond to the query with a connection information of an agent.

23. (previously presented) The method according to claim 1, wherein said connection information is a routing telephone number.

24. (previously presented) The system according to claim 11, wherein said connection information is a routing telephone number.

25. (previously presented) The method according to claim 21, wherein said connection information is a routing telephone number.

26. (previously presented) The system according to claim 22, wherein said connection information is a routing telephone number.